

TELEPHONE NUMBER 813 538-0030 Customer ID 900321
 BILL DATE July 13, 1995

TBS, Inc.
 billing questions
 1 800 748-4309

LONG DISTANCE CALLS (continued)

Billing for TBS, Inc.

TBS, Inc. Regulated Service

Billing for International Telnet

Regulated Calls

Calls billed to
 813 538-0030

Direct Dialed Calls

Date	Time	Place called	Number called	Period	Min.	Amount
1 Jun 22	10:11 pm	Toronto ON	416 754-5109	Wknd	3	\$ 14.97
Total						\$ 14.97

For questions concerning your bill, call the number listed at the top of this page.
 The calls on this page were forwarded by TBS, Inc., the clearinghouse
 agent for International Telnet.

Taxes and Fees on TBS, Inc. Regulated Services	Amount
2 Federal excise tax (3.00% of \$14.97)	\$.45
Total	\$.45

TBS, Inc. regulated service charges \$ 15.42

Total long distance/TBS, Inc. \$ 15.42

Name ROBERTSON, RACHEL

Company SOUTHERN BELL TELEPHONE & TELEGRAPH

Request No. 47918P

Address 101425 OVERSEAS HIGHWAY

Attn. Marie Murray *Kathy*

By RMM Time 4:48 PM Date 01/09/95

SUITE 711

Consumer's Telephone # (305)-852-4669

To CO Time fax Date 01/09/95

City/Zip KEY LARGO 33037 County MON

Can Be Reached _____

Complaint Type tb-06

Account Number _____

Note _____

Has consumer contacted company? Yes X No _____ Who _____

Justification Y

Closed by RMM Date 02/28/95

Reply Received I

Custoemr said she has been billed for long distance pay per call calls which she did not make. Most of these calls are international or interstate calls. Customer is going to file a complaint with the FCC concerning the charges, however she was told by SBT she had to pay for the charges or her service would be disconnected. Please do not disconnect customer's service over the disputed amount. Thanks,

1-17 reply received

2-28 closed by letter

CC ALAN TAYLOR



CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

101 E. GAINES STREET
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Ruth W. McHargue

DUE: 01/24/95

-A67-

I N T E G R E T E L

P.O. BOX 611987

SAN JOSE

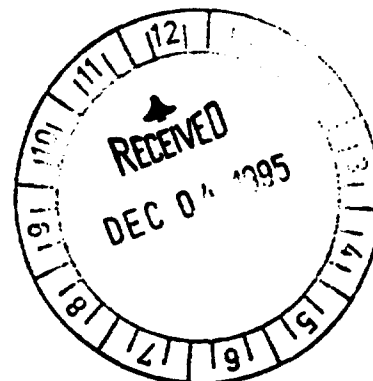
CALIFORNIA

95161-1987

PHONE

800 736 7500

November 22, 1995



State of Florida
Public Service Commission
Attn.: Thomas E. Williams, III
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: U.S. Govt. Dept. of Veterans Affairs
Account No.: 407-882-6500//407-840-9966
Notice of Informal Complaint Dated October 30, 1995

Dear Mr. Williams:

We have arrived at the following conclusion regarding the informal complaint placed by U.S. Govt. Dept. of Veterans Affairs.

Integretel is a billing service for independent telephone carriers. Integretel is not a telecommunications company or a utility company. Our clients include but are not limited to operator service providers, pay telephone providers and information service providers. A consumer placing a call either direct, calling card or collect through our clients would be billed by Integretel.

A portion of the charges in question are billed for a monthly voice mail service initially accessed through a toll free number. The customer is provided with a box number and chooses a Personal Identification Number (PIN) to initiate the service. A long distance telephone number is given to access their voice mail. We have requested cancellation of the voice mail through our client to prevent further charges.


Additional calls that were billed are provided by a teleconferencing service. A block has been requested to prevent further calls.

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I N T E G R E T E L

Thomas E. Williams, III
November 22, 1995
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For more detailed operational information concerning both types of charges, please contact Jane Jacobs counsel for Absolute Teleconference and Voicemail, Inc., at the following address:



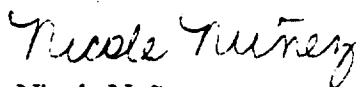
Klein, Zelman, Briton, Rothermel and Dichter, L.L.P.
485 Madison Avenue
New York, NY 10022
Telephone: 212-935-6020

The remainder of the tariffed charges in question are provided by a long distance service provider accessed through a toll free number or direct dialed using an access code. This company is a long distance carrier of calls that terminate in residences, businesses or information services. Also, a block has been requested to prevent these calls.

Our records indicate we have already issued an adjustment in the amount of \$328.59 + tax on November 6, 1995.

If you require any further assistance, please feel free to contact me at 1-800-800-2324.

Sincerely,



Nicole Nuñez
Consumer Relations Representative

NN/lr

cc: U.S. Govt. Dept. of Veterans Affairs, c/o Chuck Romp,
7305 North Military Trail, Riviera Beach, FL 33207
File

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** Telephone Billing Services **

US GOVT DEPT OF VETERN AFFRS

Account Number: 407 882-6500 549 1801

Bill Period Date: Oct 4, 1995

For Telephone Billing Services Billing Questions, Call 1 800 748-4309

Detailed Statement of Charges**Itemized Calls****Amount**

407 840-9966

Service Provider - INTERNATIONAL TELNET**Direct Dialed Calls**

Date	Place Called	Number Called	Rate*	Time	Min	Amount
1. 08/29	TORONTO ON	416 754-5109	D	03:49AM	6	29.94
2. 09/09	TORONTO ON	416 754-5109	D	05:26AM	7	34.93
3. 09/10	TORONTO ON	416 754-5109	D	08:14AM	6	29.94
Total Direct Dialed Calls						94.81
Total Charges for 407 840-9966						94.81
Total Itemized Calls						94.81

Taxes**Amount**

4. Florida Gross Receipts Surcharge	2.37
Total Taxes	2.37

Total Telephone Billing Services Current Charges 97.18

* Taxes and Rates Applied - See Back of Page

This portion of your bill is provided as a service to Telephone Billing Services.

There is no connection between BellSouth and Telephone Billing Services.

HB E000128

(continued)▶

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** Integratel, Inc. **

US GOVT DEPT OF VETRN AFFRS

Account Number: 407 882-6500 549 1801

Bill Period Date: Oct 4, 1995

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For Integratel, Inc. Billing Questions, Call 1 800 736-7500

Detailed Statement of Charges**Miscellaneous Charges and Credits****Amount**

407 840-9966

Service Provider - VOICEMAIL, INC.**Date**

1. 09/02 VOICE MAIL	**	45.00
Total Miscellaneous Charges and Credits		45.00

Itemized Calls**Amount**

407 840-9966

Service Provider - ABSOLUTE TELECONF.**Operator Handled Calls Placed from and Billed to 407 840-9966**

Date	Place Called	Number Called	Rate*	Time	Min	
2. 09/02	CONFERENCE CALL		DX	08:53AM	6	52.02
3. 09/02	CONFERENCE CALL		DX	09:01AM	4	48.08
4. 09/02	CONFERENCE CALL		DX	12:13AM	6	51.82
Total Operator Handled Calls Placed from and Billed to 407 840-9966						151.92

Service Provider - MIRAGE MARKETING**Direct Dialed Calls**

Date	Place Called	Number Called	Rate*	Time	Min	
5. 09/02	GUYANA	92247045	R	04:25AM	6	23.94
6. 09/02	GUYANA	92247045	R	05:45AM	4	15.96
7. 09/09	GUYANA	92247045	R	03:58AM	5	19.95
8. 09/09	GUYANA	92247045	R	10:36AM	5	19.95
9. 09/10	GUYANA	92247045	R	08:05AM	3	11.97
10. 09/13	GUYANA	92247045	R	10:48AM	6	25.94
11. 09/17	GUYANA	92247045	R	05:06AM	4	15.96
Total Direct Dialed Calls						131.67
Total Charges for 407 840-9966						283.59
Total Itemized Calls						283.59

** Unregulated Charge

* Taxes and Rates Applied - See Back of Page

NB E000128

(continued)▶